



# MISSOURI DEPARTMENT OF MENTAL HEALTH

DORN SCHUFFMAN, DIRECTOR



DEPARTMENT  
OPERATING  
REGULATION  
NUMBER

DOR  
1.125

CHAPTER General Department	SUBCHAPTER Department communications	EFFECTIVE DATE 01/01/03	NUMBER OF PAGES 3	PAGE NUMBER 1 of 3
SUBJECT Use of Cellular/Wireless Phones		AUTHORITY 630.050 RSMo	HISTORY See below	
PERSON RESPONSIBLE Deputy Director, Office of Administration			SUNSET DATE 7/1/06	

**PURPOSE:** To establish a policy on usage of cellular/wireless service to include procurement of services; usage; monthly billing review; reimbursement of personal calls made on a department cell phone; and, reimbursement to an employee for calls made on a personal cellular phone for business purposes.

**APPLICATION:** Applies to all department employees.

(1) All department cellular/wireless service shall be procured through state contract where service is available and through the terms and conditions of the contract. If a particular catchment area is not available through state contract, procurement may be made through a local vendor; however, a waiver must be obtained through the Division of Purchasing.

(A) One person should be designated within each Facility/Division/Office to procure and coordinate the activation, maintenance, billing, record keeping, and disconnection of all cellular/wireless service for their location. Responsibilities will include:

1. Procurement of cellular/wireless services for employees.
2. Review and processing of invoices.
3. Maintaining a written record by cellular/wireless number that identifies costs of each cell phone annually to include personal reimbursement checks.
4. Maintaining accurate and up-to-date records of all cellular service to include contract, rate plans, invoices and documentation of personal reimbursement.
5. Working with the Telecommunications Analyst in Central Office on any specific needs/requirements/services.

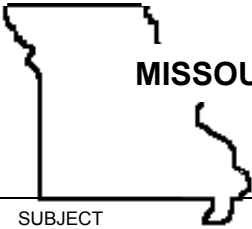
(B) The Telecommunications Analyst in Central Office shall act as the department liaison with vendors and shall be responsible for compiling department-wide reports for cellular service.

(C) All cellular/wireless phone service shall include "call detail" that records number called, date, time, duration and cost of cellular call.

(D) All cellular/wireless numbers shall be billed on a consolidated bill, if available from the vendor, by facility, division and/or section.

(E) All bills shall be reviewed on a quarterly basis to ensure the correct rate plan has been picked based on usage of the cellular phone and rate plans shall be changed accordingly.

(F) Cellular/wireless equipment may be purchased based on the justified need of each individual.



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(2) Cellular/Wireless phones are to be used for official business. Assignment of cellular/wireless phones shall be left up to the discretion of the appropriate authority within each Facility/Division/Office.

(A) Employees should refrain from using the phone for personal usage except for reporting travel status as referenced in subsection (2)(B) and/or for urgent or emergency calls.

(B) Employees are allowed two personal calls per day to give status of travel not to exceed five minutes of usage per call.

(C) Employees should immediately notify facility/division/office cellular service designee when phones have been damaged, lost, stolen or misplaced.

(3) Facilities/Divisions/Offices shall develop an internal control system over cellular telephone usage to ensure appropriate use of cellular/wireless services. This system should include, at a minimum:

(A) Supervisory review monthly to confirm appropriate usage and approval of all calls incurred by cellular telephone users.

(B) Employee review of cellular bills monthly to identify personal calls made. Monthly invoices will be sent to each user, by designee, with a cover letter (See Sample Attachment "A"). Users will identify all personal calls made. Reimbursement will be required for all personal calls, other than the two personal calls per day allowed by this DOR. Reimbursement will be calculated by multiplying the total number of airtime minutes by the billable rate per minute identified in each particular rate plan. Users will also reimburse for any charges identified for roaming or long distance per each call.

(4) Installation of any Department owned cellular telephone equipment in a privately owned vehicle is prohibited.

(5) Personally Owned Cellular/Wireless Service.

The Department discourages the use of personal phones for business except in the event of emergencies. Reimbursement shall be made to DMH employees on the Monthly Expense Report form for cellular/wireless telephone calls made for "emergency" state business calls. Reimbursement shall be allowed for the following charges:

(A) Itemized long distance air time and roamer calls identified on official business;

(B) Interconnection charges per minutes applied to official business calls;

(C) Per minute charge for each call;

(D) Taxes incurred for the above charges.

*HISTORY: Emergency DOR effective October 1, 2001 and June 1, 2002. Final effective January 1, 2003*

**Sample Attachment A**

TO: Cellular Telephone User *(Insert Name of User and Cell Number)*

FROM: Designee *(Insert name of designee within ach Facility/Division/Section)*

SUBJECT: Cellular Invoice for the Period *(Insert Invoice Service Dates Here)*

DATE: *(Insert Date Sent to User)*

Please find attached a copy of your cellular invoice for the period stated above. This invoice is your responsibility. Please review this bill and highlight any personal calls that might have been made on this invoice. According to DOR 1.125 you will be required to reimburse for all personal calls made on this cellular bill other than what's allowed in the DOR which is two calls per day, no longer than 5 minutes each while in travel. Your reimbursement should be calculated as follows:

Total Minutes \_\_\_\_\_ (x) Cost/Minute in Your Rate Plan \_\_\_\_\_ = \_\_\_\_\_  
Plus  
Applicable Roaming or Long Distance Charges

Calculate your total bill and write a check payable to *(Insert Vendor)* \_\_\_\_\_. Attach the check to this letter and invoice, put your signature on it and then obtain your supervisor's signature. Return to me immediately for processing. Your check will be processed and this invoice and letter will be kept on file for future reference.

Please sign this letter below as it applies.

- ☐ Yes, I made personal cellular calls in the amount of \$\_\_\_\_\_ and my check is attached.
- ☐ Other than those personal calls to relay arrival and departure times, as specifically permitted by Department policy, I have no personal charges on the attached invoice.

Signature/Date: \_\_\_\_\_

Supervisor Signature/Date: \_\_\_\_\_